

Mountain View Public Library Google Wireless Service



Google WiFi, a free wireless Internet service, is available at the Mountain View Public Library. Google offers and supports this service as part of the company's ongoing community outreach efforts. To learn more about Google WiFi, visit the Google website.

What do I need to use the Google wireless network in the library?

This service is designed to work with any WiFi enabled device that allows you to pick up the 802.11b/g signal and has a web browser. This includes Windows, Macintosh, and Linux based systems. You will need a Google Account with a username and password to use the Google WiFi network. Note that users with an existing Gmail account also have a Google Account set up by default.

How do I get a free Google Account?

If you do not have an existing Gmail account, you can create a free Google Account by visiting the Google website. First enter your current email address. Please note that your Google Account username should be an email address from which you currently send and receive mail. Then, choose a password. Your password must be at least eight characters long and cannot be a commonly used word. Once you have finished registering, you will receive a verification email message. Click the link in that email message to complete the account creation process.

Since a Google Account is required to sign on to the Google WiFi network, we encourage you to verify your email address as soon as possible.

What kind of wireless network card do I need?

Most laptops have built-in wireless capability. If your laptop does not have this capability, you may need to purchase a wireless network card and install it according to the manufacturer's instructions. You need an 11Mbps 802.11b or 54Mbps 802.11g wireless network card for your laptop computer. Apple notebook users need an AirPort card. If your laptop has a built-in wireless network card make sure it is turned on (there may be an external button or switch for this). For a list of suggested wireless cards, please refer to the Google HelpCenter on the Google website.

How do I connect my laptop to Google WiFi?

Find the wireless connection on Windows:

1. Locate the 'Network Connections' folder in the 'Control Panel' under the Start menu.
2. Right click on the 'Wireless Network Connection' option to view all the wireless network signals available.
3. Find the wireless network named 'GoogleWiFi.'
4. Select the 'GoogleWiFi' option and click 'Connect' to establish your connection.

Find the wireless connection on Macintosh OSX:

1. Locate the AirPort icon at the top right of the screen.
2. Click on the icon and view menu of available wireless networks.
3. Select 'GoogleWiFi' to establish your network connection.

Find the wireless connection on Linux:

1. Open a command line and type 'iwconfig eth0 essid GoogleWiFi mode Managed rate auto key off' to establish connection. Please note that the interface name may need to be changed depending on the chipset of the wireless device.
2. For troubleshooting, try checking '/var/log/messages' for error messages.

Log into the network by using your Google Account. You will be able to create an account if you need one. If you do not see the Google WiFi login page immediately, open another site such which should

automatically load the login page. Once you are connected to the wireless network, you can sign-off of your Google Account and still maintain the web.

What configuration settings do I use?

NETWORK NAME or (SSID): GoogleWiFi

WEP: Disabled

IP or NETWORK SETTINGS: DHCP enabled or obtain an IP address automatically

DNS: Obtain DNS address automatically

GATEWAY: No default gateway set -- your card should detect it automatically

Where can I use Google WiFi in the Library?

You can use Google WiFi in all public areas of the library except the quiet study area near the magazines. Adults may not use Google WiFi in the Teen Zone during non-school hours when the area is reserved for teens. Adults may only use Google WiFi in the Children's Room when accompanied by a child under 8 years of age. Google WiFi is also available outside the library.

What library databases and resources will I be able to access over the Google WiFi network?

You will be able to access the library catalog through the library website. Access to research databases through this site is limited to library cardholders. To apply for a free Mountain View library card, please visit the library.

What are the guidelines for using Google WiFi in the library?

When you use Google WiFi in the library other library patrons may see your personal information and minors may be present. We encourage you to be cautious of the sites you visit as exhibiting harmful matter to a minor is against the law. For more information about the Library Internet and Catalog Computer Use Policy, please visit the library website.

Can I print when I use Google WiFi in the library?

Printing is not available through the Google wireless network.

Will the Mountain View Public Library or Google be storing my Internet activity?

Google WiFi does not store any of the content of a users' online communications or data transfers in their logs. Google will not access the content of any communications or files users send or receive, except under certain circumstances or, when other Google services are used in connection with Google WiFi, as described by the Google Privacy Policy at <https://wifi.google.com/city/mv/privacypolicy.html>. Google may store account and usage information associated with your use for security purposes. These logs will be deleted periodically.

It is the policy of the City of Mountain View Public Library to protect the privacy of library customers consistent with the law. The library does not store any of the content of a users' online communications or data transfers. However, the library may keep statistical records of customer use of Internet computers, for example, the number of users each day or average session time.

Troubleshooting

You will find answers to questions regarding account information, coverage, security, and troubleshooting through Google's online Help Center on the Google website.

Send questions to Google via email: mvwifi-support@google.com

Or, use the "Contact Us" link at the top left corner of Google's online Help Center.

You may also get assistance from Google WiFi users who have posted to the Google Group - MV WiFi Help Discussion which can be found on the Google website.